



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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By regular first class mail and e-mail

February 1, 2005

Barbara Anne Sousa
Assistant General Counsel
Verizon Massachusetts, Inc.
185 Franklin Street, 13th Floor
Boston, MA 02110-1585

Re: Notice of Formal Hearing for Slamming Complaint
Docket Number: Dunlap v. MCI WorldCom Communications, Inc., D.T.E. 05-SL-1
Telephone Number(s) at Issue: 413-569-3082

Dear Verizon Massachusetts, Inc.:

CHARLES DUNLAP has notified the Department of Telecommunications and Energy ("Department") that his telecommunications service provider was changed without authorization and has requested a formal hearing. Under M.G.L c. 93, § 110 (i), (j), the Department is required to hold a hearing to determine whether the consumer's original telecommunications provider was switched without proper authorization. If any party fails to appear, the Department may issue a decision against the party failing to appear and/or dismiss the case.

The hearing is scheduled for **THURSDAY, FEBRUARY 10, 2005 at 2:00 P.M.** and is to be held in the Department's offices at One South Station, Boston, Massachusetts. In accordance with the Department's directives in Western Massachusetts Electric Company, D.T.E. 01-36/02-02 (2003) and Commonwealth Learning Center, D.T.E. 03-04-31 (2004),

Verizon Massachusetts, Inc. is required to be represented by counsel at this hearing. The Department will consider all information and evidence provided by you and the consumer to reach a decision.

If you have any questions regarding this case, please contact Andrea Saia at 617.305.3612.

Sincerely,

Mary L. Cottrell
Department Secretary

cc: Mr. Charles Dunlap

Richard Fipphen, Senior Counsel, MCI WorldCom Communications, Inc.

John L. Conroy, Vice President, Regulatory, Verizon Massachusetts, Inc.